

312- TELEWORK POLICY

Authority: Not Applicable

Effective Date: October 15, 2020

Approved Telework Sites

MCAH contract agency may have staff utilizing approved telework sites. The contract agency shall have policies and procedures that outline confidential, secure and appropriate guidelines for telework. The Department may request a copy of policies and procedures and documentation that demonstrates approved telework site compliance with policies and procedures during a site visit, audit or at any time.

All contract conditions including special conditions, IDPH policies and guidelines must be followed. State of Iowa information technology standards must be followed. Personal electronic equipment may not be used to provide health care services (including informing, care coordination, Presumptive Eligibility and direct care services), staff must use work issued electronic equipment for all services (e.g. tablets, cell phones, computers, etc.) in order to maintain Health Insurance Portability and Accountability Act (HIPAA) compliance. Staff must have a secure internet connection and/or Virtual Private Network (VPN), hotspot or other secure internet option. Open/Public Wi-Fi connections may not be used. Contract agency shall follow Office of the Chief Information Officer policies, General Conditions, and your Agency contract.

Staff must have a private space designated for the delivery of services where conversations cannot be overheard or documents/documentation viewed by others not employed by the agency. Common areas of the home or a room shared with someone not employed by the agency would not be HIPAA compliant.

Provision of Work from an Approved Telework Site

Staff cannot provide HIPAA compliant health care services (including informing, care coordination, Presumptive Eligibility and direct care services) while also actively supervising children or vulnerable adults, (e.g. door open to hear/see children play). Contract Agency policies shall outline any work that may be done while actively supervising children or vulnerable adults. Staff training shall be provided with expectations for providing professional and health care services while teleworking.

Contract agency policies and procedures for providing services shall contain information pertinent to telework to assure staff have the resources needed to respond to and meet client needs when not present with client.

Agencies need to ensure that technology meets HIPAA compliance. The Department may request documentation of HIPAA compliance during a site visit, audit or at any time.